

**17. In what way did you feel that your agency's employees were not treated courteously? (In response to Question 16. "In your opinion, were your agency's employees treated courteously during the resolution process?")**

1. F&A payroll sometimes tells my staff to "Just do what I say, don't worry about the why." This is an unsat attitude. If they share the "Why" or "What" we might be able to assist them with trend analysis before something continues out of standards for days on end.
2. Did not recieve timely responses and kept getting informed "we're working on it".
3. Employees were not always treated with the urgency needed. There have been multiple instances where employees had to delay medical treatments or filling prescriptions. These issues were not dealt with as quickly as needed.
4. Several employees were told that it was a user error and they needed more training when this was not the case
5. Employees have had trouble with call centers - both with getting help and in reaching anyone at all. There were times that the call center did not know the answer, or how to fix the problem and did not offer any suggestions. Not going the extra mile is unacceptable in the HR arena.
6. In most cases, the employees could not find resolution with either the payroll or benefits call center and were sent to the agency HR office. Often the employees relayed aloof or negative attitudes from the benefits call center. Most founge the payroll call center employees courteous but not skilled.
7. We had a couple of instances where the employee called Benefits Administration and were told that BA would research and call them back. But no one ever called them back. Or they were told a different answer from what I was told when an inquiry was made.
8. Many time employee's did not find resolution from the help desk, many holding for over 1 hour. Many time they would not receive any answers regarding their questions.
9. They are treated courteously but receive the same cirle of answers to contact another help desk.